



Professional
Development
Institute

ISO 20000 IT Service Management System (ITSMS) Foundation





Welcome

The Professional Development Institute® (PDI) is one of the leading international institutions specialized in qualifying and developing professional competencies. It is headquartered in the United Kingdom (UK) and has a proven track record in preparing specialized professionals across vital sectors, including banking, finance, and insurance. PDI is distinguished by offering internationally recognized professional certifications that enhance individual efficiency and strengthen their capabilities in the global workplace

This program enables participants to acquire fundamental knowledge and practical skills to understand, design and maintain an IT Service Management System (ITSMS) based on ISO/IEC 20000-1.

What you will Learn- Key Takeaways

- Understand ITSM concepts, service lifecycle & value streams
- ISO/IEC 20000-1 structure, clauses & benefits
- Service governance, roles & responsibilities
- Service continuity & availability management
- Service desk & incident management fundamentals
- Documentation & continual improvement



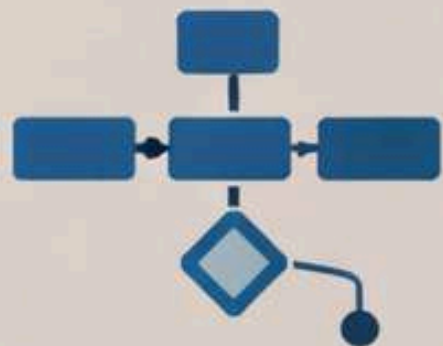
Curriculum



- **Module One:** Introduction to IT Service Management
- **Module Two:** ITSM Governance & Service Value System
- **Module Three:** ISO/IEC 20000-1 Framework & Clauses
- **Module Four:** Service Risk, Availability & Continuity
- **Module Five:** Incident, Problem & Change Management
- **Module Six:** Service Delivery & Supplier Management
- **Module Seven:** Monitoring, KPIs & Improvement
- **Module Eight:** Certification & Continual Improvement

- **Target Audience:** IT Managers, Service Desk Leads, CIO Office, Quality Managers, Compliance Professionals

IT SERVICE MANAGEMENT SYSTEM



SUPPORT

CHANGE

PROBLEM

Further Information

Eligibility Requirements


Applicants must:

- Hold a degree from a recognized educational organization.
- Have professional experience in the field.
- Sit for and pass the certification examination.
- Adhere to the Professional Development Institute (PDI) Code of Ethics.

About Exam:

- The examination is offered in multiple languages to support international candidates.
- All candidates are required to sit for their exam at an accredited PDI Test Centre.
- The exam duration is (3) hours.
- Each exam consists of 100 multiple-choice questions (MCQs).

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